



NASA Shared Services Center

NASA Shared Services Center (NSSC) Center Transition Team Lead Meeting

Training

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May 12, 2005



Audiences for NSSC Training



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Targeted audiences for NSSC training:

1. Inherently Governmental Civil Servant employees who will be working at the NSSC
2. NASA Civil Servant Center employees
3. NSSC Customers – recipients of NSSC services
4. NSSC Service Provider for government furnished training outlined in RFP (NASA unique training: IFM Training and NSSC Mandatory Training: Safety, Security, Fire and Occupational Health)



Scope of Training at NSSC



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- Training at the NSSC will be divided into three core areas or curriculum:
 - 1. Orientation/Administration (NSSC101)**
including orientation to NASA and NSSC (vision, mission, values), IT Security, Safety, new supervisory/leadership training, HR processes
 - 2. Customer Service**
including introductory and advanced training
 - 3. Functional**
including business process flow, SAP training, and mandatory/compliance training for positions as required
- Once the Service Provider is selected significant coordination will need to occur around training approaches, content, and time-lines.





Scope of Training at NASA Centers



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- Training at NASA Centers will be provided locally, at and by the Center.
- Training audiences include Center Functional staff, key stakeholders and customers.
- Two types of NSSC training should be considered at Centers:
 - Training about NSSC
 - Training for staff members whose jobs are directly affected by the transition of activities to NSSC.



NSSC Training at NASA Centers



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Two types of NSSC training at Centers

Center Training and Communication about NSSC

- NSSC101
- Functional communication/resources
- Additional courses/tools that may be offered by Centers to support change/transition

Potential training for employees directly affected by NSSC

- Functional area employees whose jobs are affected directly by NSSC may require training



Center Training about NSSC: NSSC 101



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- **Content**

- Introduction to NSSC its vision, mission, service delivery strategy and utilization
- Brochures, FAQ's and website information

- **Audience**

- Center employees and customers impacted by activities transitioning to NSSC.
- Key Center stakeholders such as Center leaders.

- **Resources**

- The NSSC will provide the NSSC101 overview presentations, brochures and other materials to support the training about NSSC in general and how to utilize services.
- A key resource at each Center to help prepare and facilitate overview training is the Center Liaison housed at each Center.



Center Functional Area Communication



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- **Content**

- Range from E-mails, hand-outs, reference guides, to business process flow charts depending on the activity.

- **Audiences**

- Functional area employees performing an activity that will require interplay or hand-offs with the NSSC.
- Customers or key stakeholders whose work/processes are impacted by interplay or hand-offs with NSSC.

- **Resources**

- Center Functional Leads
- NSSC Activity Transition Managers.



Expectations of Center Transition Teams



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- **Center Transition Teams will play an important role in preparing their Center for changes in work processes and the transition to NSSC.**
- **Below are suggested approaches/considerations for Center Transition Teams:**
 - Discuss NSSC Center Training at Center Transition Team meetings regularly. Begin planning for time-lines, mediums of delivery, and resource requirements. Discuss risks associated with training.
 - Ensure that team members are familiar with the Activity Transition Schedule and when activities are migrating in their particular functions.
 - Team members should be involved with Agency Functional leads (telecons, face-to-face meetings, training, process mapping) to become proficient and expert in processes transitioning to NSSC and impacts at their Center. Develop Super Users within their functional areas as appropriate.
 - Have Center Liaison, once selected, join Center Transition Team and Change Management Team.
 - Identify what the Center would like to provide impacted employees and customers in addition to what NSSC is offering. *For example:* Identify change related learning and development opportunities that would help with the transition.
 - Determine special needs or topics for training or resources based on ETP.
 - Share approaches/curriculum with other Centers.



Center Training for directly affected employees



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It is important to factor in potential training requirements for employees staying at the Center who will experience changes to their jobs as a result of NSSC. Training may be an option depending on the scope of the change and the options they have elected.

- **Content**

- The Employee Transition Plan will help identify potential training requirements.
- Functional area leads will have to determine how to deliver this training for staff if appropriate.

- **Resources**

- The HRA and deputy HRA (Peggy Phelps and Francine Taliaferro) are providing spreadsheets and discussion forms to identify affected employees and next steps.
- The Transition Guide for Managers is a resource for leaders to use when discussing options with employees.



Center additional training/resources



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- **Content**

- Centers may elect to offer additional training/resources to employees affected by NSSC.
- Those resources could include: training on coping with transitions, writing a resume, career counseling etc....

- **Audiences**

- Determined by each Center.

- **Resources**

- Consult with the Change Integration Lead and HR for available resources.
- Ask other Centers about their approaches.



Questions/comments/feedback



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NSSC Activity Transition High-Level Schedule



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